

Vacancy Announcement

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|---------------------------|---|-------------------|---------------------------------|-----------------|---|
| Announcement # | 438-09058 | Position | Patient Services Assistant (OA) | | |
| PayPlan | GS | Series | 0303 | | |
| TargetGrade | 5 | Target PD | Pay Range | | |
| Dev Grade | 4 | Dev PD | Dev Pay Range | | |
| 1st Dev Grade | | 1st Dev PD | 1st Dev Pay Range | | |
| Opens | 12/31/08 | Closes | 01/15/09 | Openings | 1 |
| Tour of Duty, etc | Monday-Friday, 8:00 a.m.-4:30 p.m. | | | | |
| Special Comments | | | | | |
| Service | Primary/Specialty Medicine SL | | | | |
| Section | CBOC, Aberdeen, SD | | | | |
| Area/Consideration | VA employees, Veteran eligibles, Status applicants | | | | |
| Duty Site | Aberdeen, SD | | | | |
| Major Duties | <p>Incumbent serves as an active member of the CBOC Primary Care team involved with screening, advising and assisting individuals who come to this clinic seeking medical treatment. Incumbent also advises persons on medical benefits and routine non-medical benefits as well as managing telephone triage briefly questioning veterans regarding medical problems. Incumbent must possess organizational skills and work effectively with staff and patients making initial determination regarding veterans legal entitlement to medical care utilizing appropriate laws, policies, guidelines and regulations. Incumbent obtains medical records prior to patient's arrivals ensuring records are in order and all tests are entered; Means Test is updated; insurance information is correct; and schedules appointments coordinating requests for tests. Incumbent has regular access to printed and electronic files containing sensitive data, which must be protected under the provisions of the Privacy Act and other applicable laws, regulations and statutes. Incumbent's contacts are with medical center administrative and professional staff, patients, families and friends of the veterans, attorneys, Congressional liaison personnel, service officers, community agencies, other VA medical centers and clinics, private physicians, other federal agencies and state or county officials. The physical demands of the position require frequent sitting, walking, bending, and carrying records and/or supplies and approximately six hours of using a video display screen daily. Incumbent must be able to function in a high stress area and maintain self control and poise. All applicable safety precautions are utilized as incumbent works in a clinical setting with possible exposure to communicable diseases and possible verbal abuse from upset patients.</p> | | | | |
| Time In Grade | | | | | |
| Qualifications | <p>PROFICIENCY REQUIREMENT: Must provide documentation of ability to type 40 words per minute.</p> <p>GS-4: Applicants must possess one (1) year of general experience OR two years of education above the high school level.</p> <p>GS-5: Applicants must possess one (1) year of specialized experience equivalent to the GS-4 level to qualify for the GS-5 level.</p> <p>General Experience: Progressively responsible clerical, office or other work that indicates</p> | | | | |

the ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled. Such experience may have been gained in positions as file clerk, receptionist, etc.

Specialized Experience: Experience which is directly related to the position to be filled and which has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position. Such experience may have been gained in such positions as program support clerk, clerk-typist, claims clerk or medical clerk.

Rating Factors

KSAO #1: Knowledge and ability to operate the Veterans Health Administration Information Systems Technology Architecture (VISTA) to extract pertinent information from medical and administrative records.

KSAO #2: Ability to assess veterans' eligibility for available benefits.

KSAO #3: Ability to make general health assessment to recognize emergency situations.

KSAO #4: Ability to communicate courteously, clearly and concisely both orally and/or in writing with people from a variety of backgrounds. This includes dealing effectively with people on a one-to-one basis.

KSAO #5: Ability to organize office procedures to ensure proper workflow including maintaining schedules and controlling reporting systems.

Application Process

CURRENT MEDICAL CENTER EMPLOYEES: Requests for consideration can be completed (1) on VA Form 5-4078, "Application for Promotion or Reassignment", available in Human Resources Management Service. The application request should include a resume and will be accepted in Human Resources Management Service through _____.

Qualified in-house applicants must address the following rating factors/KSAOs indicating their knowledge, skill, ability, and other characteristics on VA Form 5-4676a and are responsible for assuring completion and submission to Human Resources Management Service (05) by _____.

EXTERNAL APPLICANTS: Applicants must submit an application package consisting of:

- OF 612, "Optional Application for Federal Employment" and/or resume
- OF 306, "Declaration for Federal Employment"
- Copy of latest performance evaluation
- Copy of most recent SF 50, Notification of Personnel Action
- Rating Factor (KSA) narrative. Failure to provide this information will deem the applicant ineligible for consideration for the position
- If a veteran: Veterans Preference eligible's, including VRA 30% disabled, must submit a copy of ALL DD-214's and a SF-15 (if 10 point preference is claimed) with current (dated within the last 12 months) proof of a service-connected disability.
- References: Provide name, address, phone and relationship for three to four references

Application packages are to be submitted to and received in the VA Medical Center, Human Resources Office not later than _____.

PROMOTION POTENTIAL: The applicant selected at the lower grade level will be promoted to the next higher grade level without further merit promotion procedures provided legal and regulatory requirements are met and upon recommendation of the supervisor.

EQUAL EMPLOYMENT: All applicants will receive consideration without discrimination for such reasons as race, color, religion, national origin, sex, lawful political affiliation, marital status, non-disqualifying physical or mental handicap, age, or membership or non-membership in a labor organization.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in-processing.